

# SharePoint Registration Guide

KHBE uses the state's KOG system to allow application assisters and insurance agents to log into the KHBE system to access training available on SharePoint. KOG approves and verifies accounts for external users. The following will take you through the steps necessary to create the account that allows you to access the KHBE Medicaid Training. It is a one-time registration. Before you start, please note:

- Each user must have a unique e-mail address to complete the verification process.
- It is very important that users do not create more than one account.
- If you need help, please contact the KOG Helpdesk at [KOGHelpdesk@ky.gov](mailto:KOGHelpdesk@ky.gov).

## Step One: One-time KOG Registration

To obtain access, you first must complete a one-time registration as a KOG user.

### Set Up an Account

Using a Web browser, such as Internet Explorer, go to <https://KOG.chfs.ky.gov/home/default.aspx>

1. Click the **Create an Account** button.

Kentucky  
Online Gateway

Help English

Contact us

Welcome to the CHFS network.

Please select the account type you have in the system.

I am a Kentucky Citizen or Business Partner

I already have an account

**Sign In**

Need to create a Citizen account?

**Create Account**

I have a CHFS Network Account

I am a CHFS contractor, employee, or agent/vendor.

**CHFS Sign In**

Privacy | Disclaimer

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2. Complete the fields on the **User Profile Form**. You must complete the fields marked with an asterisk (\*). You will receive an error message if you do not complete all required fields.

**Please keep in mind that the user name you choose is the name that will be shown in the CHFS Public SharePoint Sites history whenever you create, edit or submit a record.**

**Guidelines for choosing a user name:**

When you create your KOG user account, be sure to use your real name as your account user name (first.last or first+middle initial.last).

Please do not use nicknames, fictional characters or other non-compliant user names. Examples:

***Correct***

Jane.Doe

JaneG.Doe

***Incorrect***

JaneD, JGDoe,

Batgirl, Granny.D,

3. Select two **Security Questions** from the drop down box, and enter the answer to each question.

**It is very important to complete the security questions – and to remember how you answered them. The answers to these security questions will be used to verify your identity in the event that you lose/forget your password or your account expires.**

- Click the **Submit** button.

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Help English

Please complete your Kentucky Online Gateway Profile

Please fill out the form below and click Submit when finished.

All fields with \* are required.

* First Name	citedrs
Middle Name	
* Last Name	user01
* Username	citedrs.user01
* Password	••••••
* Verify Password	••••••
* E-Mail Address	citedrs.user01@keups.net
* Verify E-Mail Address	citedrs.user01@keups.net
Telephone	333-333-3333
Extension	
Street Address 1	St 1
Street Address 2	St 2
City	London
State	Kentucky
Zip Code	46532
Question	In what city were you born? (Enter full name of city only)
* Answer	screenshot
Question	What was the name of your first pet?
* Answer	screenshot

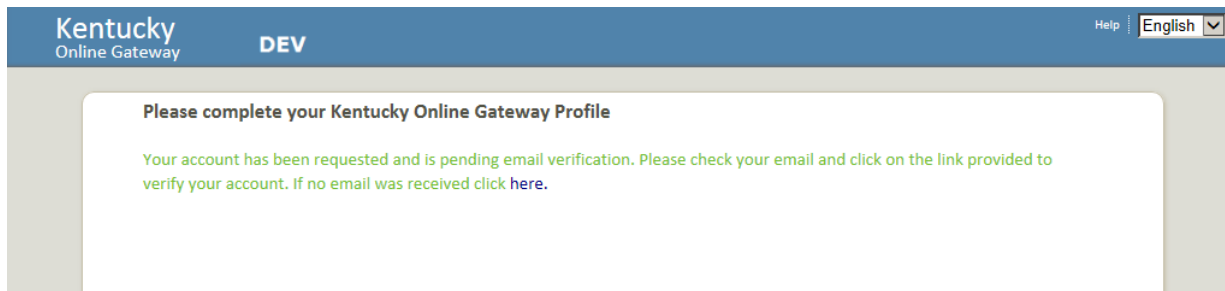
Submit

Cancel

Privacy | Terms of Use

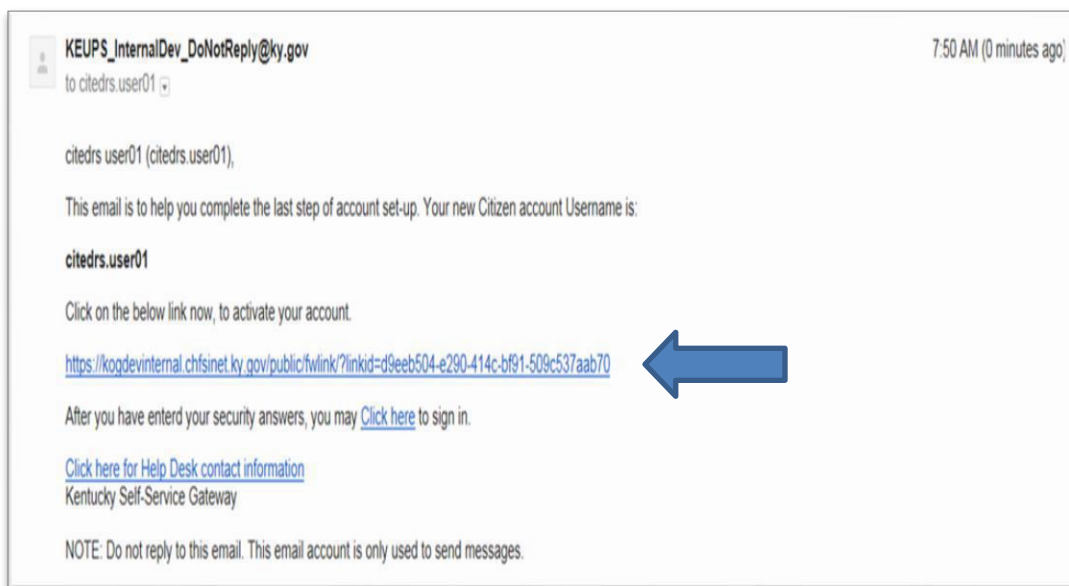
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The confirmation screen shown below will be displayed.



4. An automated **Email** will be immediately sent to the e-mail address you provided on the User Profile form. When you receive and open the e-mail, click the link included in the e-mail.

**You must click on the link shown in the e-mail within four hours to complete the verification process or your account request will be deleted.** If this happens, you will have to begin the registration/verification process again.



5. When you click on the link in the automated e-mail, the screen shown below will be displayed. Enter the answers to your two security questions, **exactly as the answers were entered on the User Profile Form**, and then click the **Verify Account** button. This is the only time the link in the automated e-mail will work.

**From this point forward you must use the following URL to access KOG:** <https://KOG.chfs.ky.gov/home/default.aspx>

Kentucky  
Online Gateway


DEV

Help English

### Validate New Account

To verify your identity, please answer the following security question(s).

Question	In what city were you born? (Enter full name of city only)	
*Answer	<input type="text" value="screenshot"/>	
Question	What was the name of your first pet?	
*Answer	<input type="text" value="screenshot"/>	X

**Verify Account** 

The screen shown below will be displayed.

Kentucky  
Online Gateway

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### Validate New Account

Success

Your account was successfully created. Please [click here](#) to access Kentucky Online Gateway and request additional access.

[Privacy](#) | [Terms of Use](#)

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**Congratulations. You have now completed the one-time KOG registration.**

## Step Two: One-Time Request for Access to CHFS Public SharePoint

The next step in creating your access account is to request one-time access to the specific application located on CHFS Public SharePoint Sites. Click the **click here to access Kentucky Online Gateway** link (as shown in the screen above) or return to the KOG website, <https://KOG.chfs.ky.gov/home/default.aspx>, and you will be taken to the KOG sign-in screen shown below.

Kentucky Online Gateway DEV

Help English

### Citizen Log In

Login with your Kentucky Online Gateway Citizen Account.

Username or Email Address [Forgot Username?](#)

Password [Forgot Password?](#)

**Log In**

[Resend Account Verification Email](#)

**Don't already have a Kentucky Online Gateway Citizen Account?**

**Create An Account**

**WARNING**

NOTICE: This is a government computer system and is the property of the Commonwealth of Kentucky. It is for authorized use only regardless of time of day, location or method of access. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Any or all uses of this system and all files on the system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized state government and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such at the discretion of the Commonwealth of Kentucky. Unauthorized or improper use of this system may result in administrative disciplinary action and/or civil and criminal penalties. The unauthorized disclosure of Data containing privacy or health data may result in criminal penalties under Federal authority.

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Enter your username and password, and then click the **Log In** button. The screen shown below will be displayed. Click the **Request** link by the blue arrow.

Kentucky Online Gateway DEV

Welcome citedrs user01 My Account Sign Out Help English

Select to see account information Select here to Sign Out Select here for Contact Information

**Message Area**

citedrs user01, Welcome to Kentucky Online Gateway

Knock Knock! Who's there? Doughnut! Doughnut who? Doughnut ask, it's a secret.

Knock Knock! Who's there? Justin! Justin who? Justin time for lunch.

Knock Knock! Who's there? Broccoli. Broccoli who? Broccoli doesn't have a last name, silly.

## Your Applications

These are the applications you have been granted access to. Need to access a different application? [\[Request access here\]](#).

Application Name

[> Request Access to another application.](#)

You will next see the screen below. Click the [Select] button next to **CHFS Public SharePoint Sites**.

New Request My Requests

### Request Application Access

Select An Application Select Roles Role Prerequisites Confirm Changes

Select an Application you wish to be granted Access to:

Search ☒ Citizen Applications ☒ Business Partner Applications

Application	Audience	
GenTrack The application supports the entry and tracking of generic information	Citizens, Business Partners	Select
KICCS Provider Portal KICCS Provider Portal	Citizens, Business Partners	Select
PCC Tracking Private Child Care Tracking System	Citizens, Business Partners	Select
CHFS BI HSSMB EXT Business Objects application for External users	Citizens	Select
CHFS External SharePoint Sites Utilized to support all CHFS SharePoint sites	Citizens, Business Partners	Select
Child Support Website Child Support custodial and non-custodial parents	Citizens, Business Partners	Select
CLPPP Collects lead test info.	Citizens, Business Partners	Select
CSE Policy and Procedures CSE Policy and Procedures	Citizens, Business Partners	Select
EDRS Kentucky Electronic Death Registration System	Citizens, Business Partners	Select



The following screen will be displayed. Click **Request** next to CHFS SP Public Visitors and then click **Next**.

New Request My Requests

### Request Application Access

✓ Select An Application **Select Roles** ○ Role Prerequisites ○ Confirm Changes

Select the roles you wish to request or remove for the (CHFS External SharePoint Sites)

Available Roles

Roles	PreRequisites	Request
CHFS SP Public Visitors Utilize to request access to CHFS Public SharePoint sites		<input type="checkbox"/>

Current Roles  
You have not selected any roles

◀ Previous **Next ▶**

A screen will be displayed where you can review the roles you have requested. If you need to make any changes, click the **Previous** button to return to the selection screen. If no changes are required, click the **Submit Request** button.

### Request Application Access

✓ Select An Application ✓ Select Roles ✓ Role Prerequisites **Confirm Changes**

Confirm Request

Requested Application	Requested Role	Requested Action
CHFS External SharePoint Sites	CHFS SP External Visitors	<b>Add to Role</b>

◀ Previous **Submit Request**

Click on **CHFS External SharePoint Sites**.

## Your Applications

These are the applications you have been granted access to. Need to access a different application? [\[Request access here\]](#).

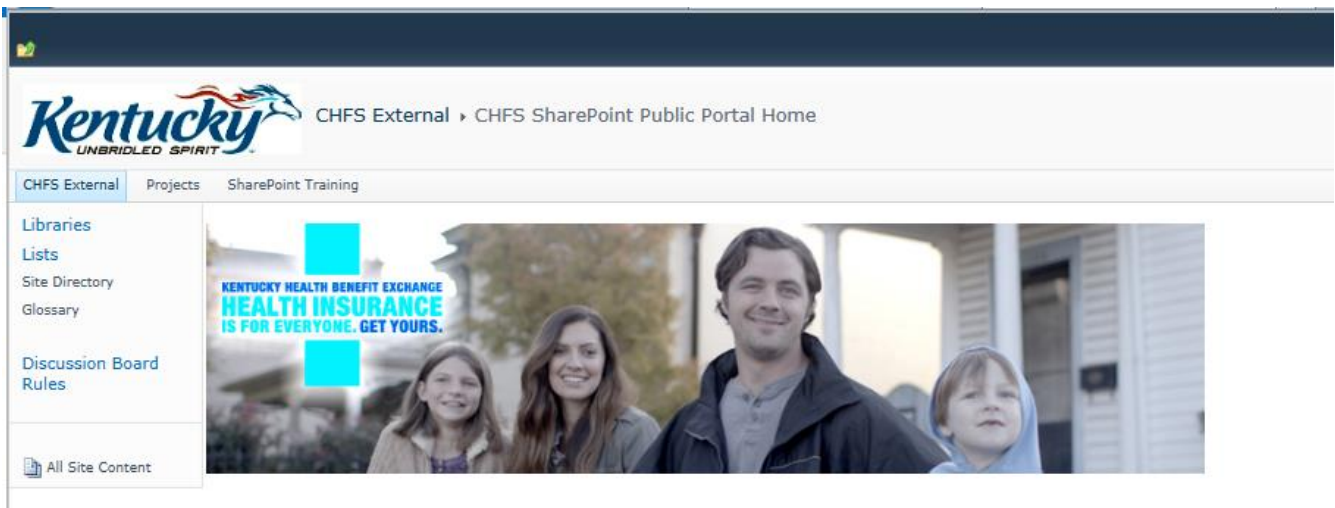
### Application Name

[CHFS External SharePoint Sites](#)

Utilized to support all CHFS SharePoint sites

[> Request Access to another application.](#)

This is the page you will see next. From here, you will need to request access to the SharePoint Training for Agents and Assisters.



Scroll down to **Office of the Health Benefit Exchange** and Click on **Agent and Assister Training Site**.

#### Community Based Services



- ▶ Child Fatality Review Team Site
- ▶ Project Safespace Team Site
- ▶ Quality Control Benefit Program Case Review
- ▶ START Manual Team Site
- ▶ CAA Org Standards
- ▶ Family Support Process Transformation Team Workspace
- ▶ DCBS On Call

#### Medicaid Services



- ▶ DMS MCO Review
- ▶ Program Integrity Provider Enrollment Work Site

#### Office of the Health Benefit Exchange



- ▶ Agent and Assister Training Site

#### Office of the Secretary



- ▶ Telehealth

#### Public Health



- ▶ Administration and Financial Management
- ▶ Local Health Department Administration and Financial Management
- ▶ Division of Epidemiology and Health Planning
- ▶ HIV Prevention Team Site
- ▶ HIV-AIDS Ryan White Part B Invoice Team Site
- ▶ Public Health Preparedness Branch
- ▶ Child Fatality Review Team Site
- ▶ Perinatal Advisory Committee Workspace
- ▶ Environmental Public Health Tracking Network



Next, you will see the screen below. In your **Send Request** message, please tell us what organization you work for in order to expedite the request.

### Request Access

You are currently signed in as: **0#.w|cit\**

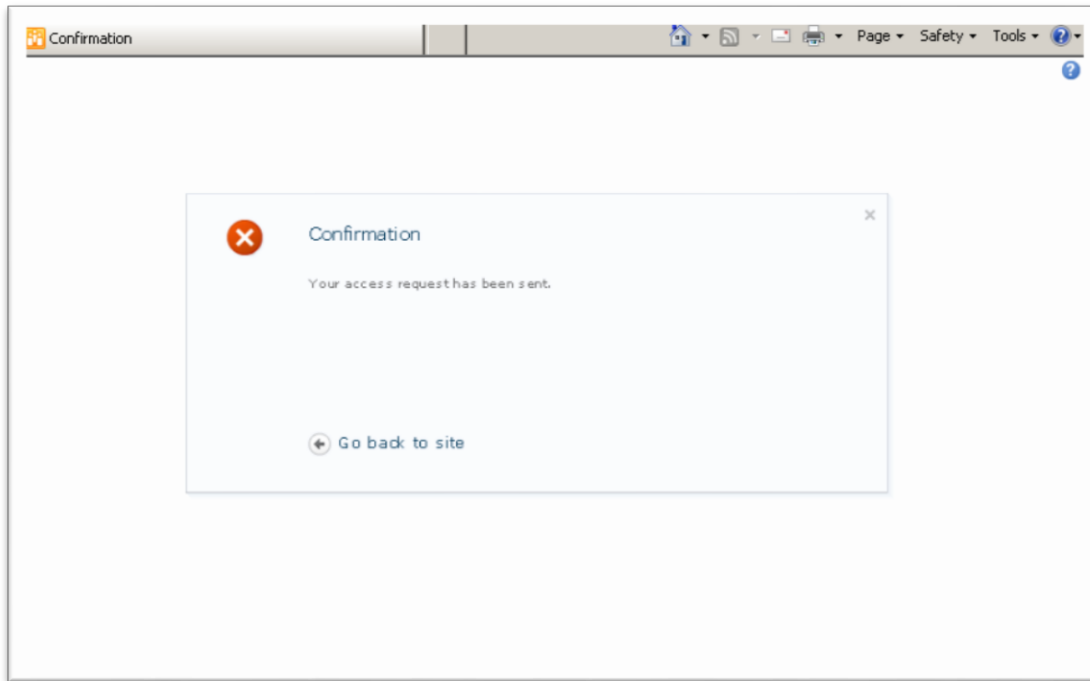
Type your request, and then click **Send Request**.

I am an application assister trying to access the SharePoint site to do my training. Please grant me the proper access. Thank you.

Send Request

Go back to site

You should receive an automated confirmation e-mail like the one below.



### If you do not receive this confirmation e-mail:

Please check your Spam and Junk folders. If you still have not received it, you can wait 24 hours and try this link <https://sp13external.chfs.ky.gov/sites/OHBE/akts> or contact the KHBE at [KHBE.kynect@ky.gov](mailto:KHBE.kynect@ky.gov).



### Congratulations. You have now completed the one-time CHFS Public SharePoint Sites registration.

After you receive this e-mail, you can access CHFS Public SharePoint Sites by returning to the KOG login screen and entering your username and password. It may take several minutes for the CHFS Public SharePoint site to display available options. If this occurs, try refreshing your screen or logout then log back in. After you successfully log in, you should now see the link to CHFS Public SharePoint Sites.

sharepoint user01, Welcome to Kentucky Online Gateway

## Your Applications

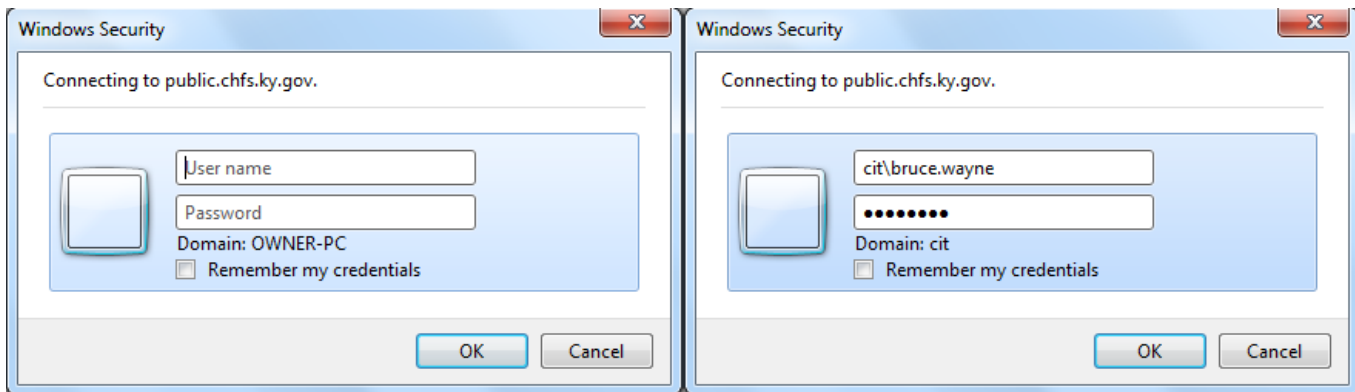
These are the applications you have been granted access to. Need to access a different application? [Request access here](#).

Application Name
<b>CHFS SP Public Visitors</b> Utilize to support all CHFS SharePoint sites..
<b>SNAP Web Portal</b> Supplemental Nutrition Assistance Program (Formerly Food Stamps)
There are no pending application requests.

> [Request Access to another application.](#)

After clicking on the CHFS Public SharePoint Sites, you will need to enter your credentials again into the Windows Security to access CHFS Public SharePoint Sites.

**Be sure to enter CIT\ before your login name.**



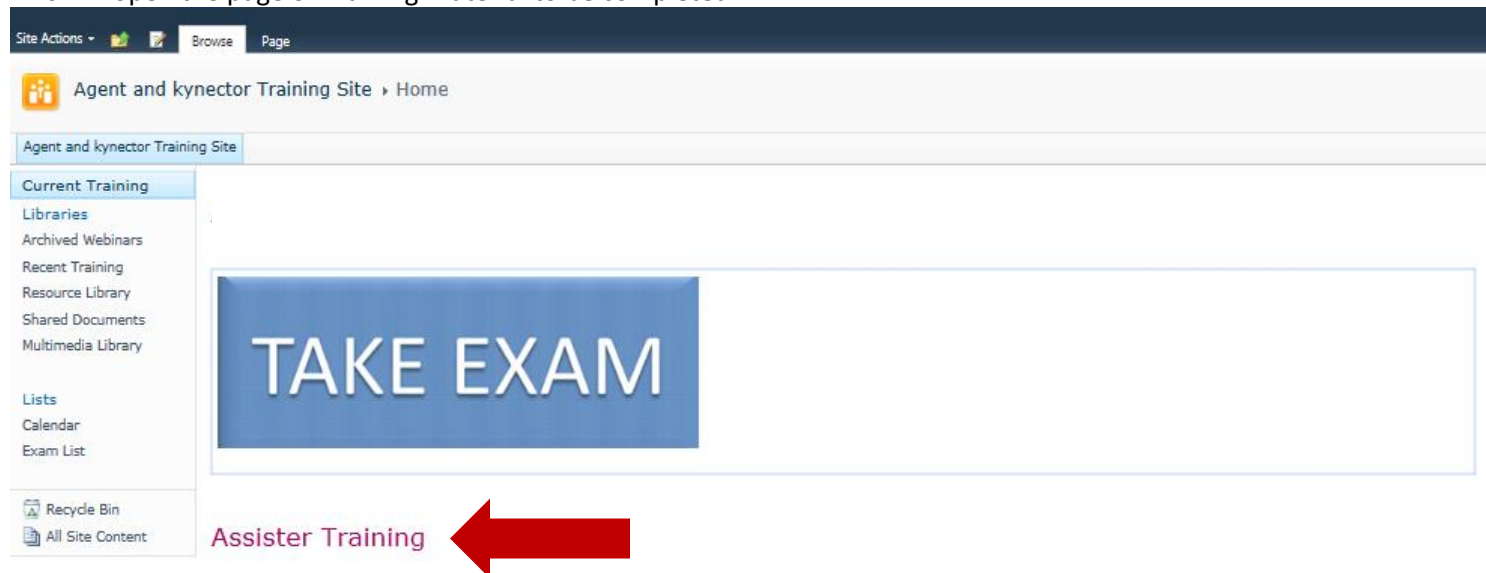
**Warning: If KOG is not used to access the SharePoint site you must return to KOG every 90 days to change your password. KOG will e-mail a reminder to you 10 days before your password expires; but, SharePoint will not tell you when your password has expired. If your password has expired, you will just be prompted over and over to log in.**



When you log back in to the CHFS Public SharePoint Site, you will see the see the screen below. There are four actions you will take from this page for the Assister Training.

First, click the Assister Training link (see red arrow below).

This will open the page of Training Material to be completed.



**\*\*\*if you get to this point and see only a white screen after clicking the link, go to page 20 of this guide to the Troubleshooting View Settings instructions. \*\*\***

Second, begin completing your training modules.

Site Actions | Browse | Page

Agent and kynector Training Site » kynectors » Home

Agent and kynector Training Site

The current page has been customized from its template.

**Current Training**

kynector Training

Libraries

- Archived Webinars
- Recent Training
- Resource Library
- Shared Documents
- Multimedia Library

Lists

- Calendar
- Exam List

All Site Content

Training for Assisters

Type	Name
	• Introduction and Overview Module
	• Prescreening and Basic Application Module
	• Complex Scenarios

Modified

- 6/16/2016 2:40 PM
- 6/16/2016 2:40 PM
- 6/16/2016 2:40 PM
- 6/16/2016 2:40 PM
- 6/16/2016 2:40 PM
- 6/16/2016 2:40 PM
- 6/16/2016 2:40 PM
- 6/16/2016 2:40 PM
- 6/16/2016 2:42 PM
- 6/16/2016 2:42 PM
- 6/16/2016 2:42 PM
- 6/16/2016 2:42 PM

Click the first training, complete the material, then click the next training topic, until all training items are completed.

Titles shown here will be updated as training material is updated.

Third, after you have completed each training module, click the Current Training link in the top left corner as shown. This will navigate you to the Training Site home page and the Exam.

**Current Training**

Libraries

- Archived Webinars
- Recent Training
- Resource Library
- Shared Documents
- Multimedia Library

Lists

- Calendar
- Exam List

Recycle Bin

All Site Content

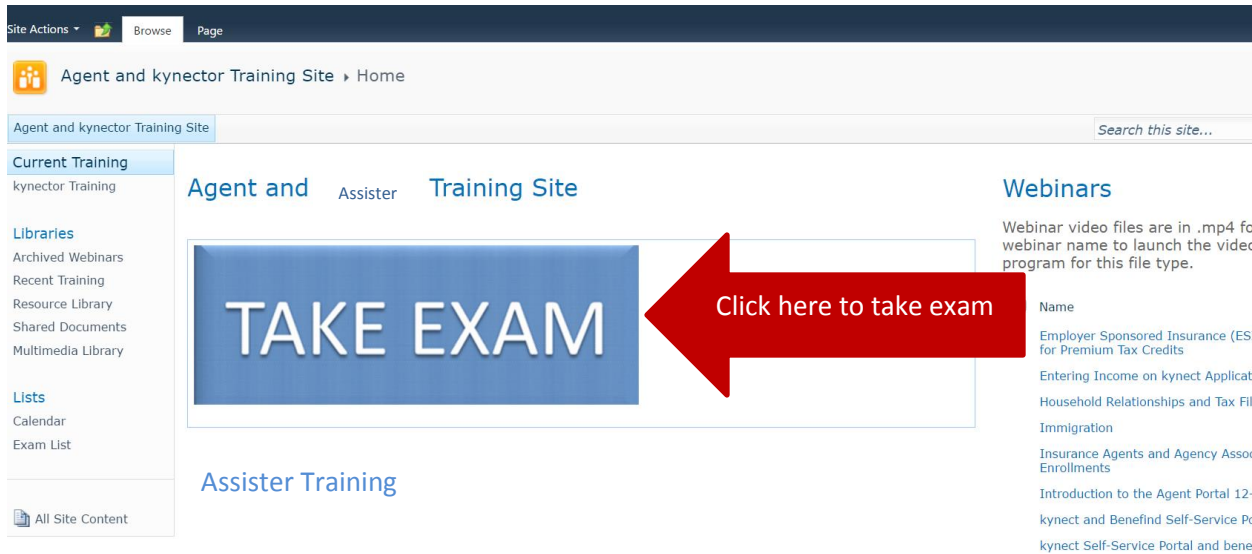
Training for Application Assisters

Type	Name
	01 KHBE Introduction and Overview Module
	02 PreScreening and Basic Application
	03 Complex Scenarios

Edit this Web Part to add content to your page.

Fourth, click **TAKE EXAM**. This will open the multiple choice, twenty question exam. The exam is based on the training module material which you may refer to if necessary. The exam is not timed. Results are generated and sent to KHBE for your record of completion. Once we have received your successful completion of the exam, you will be sent a Certificate of Completion.





The KHBE Assister exam is a 20 question, multiple choice exam. The KHBE office will receive your score and issue a certificate of completion upon request. Our system does not automatically generate a certificate of completion. You may request a copy of your certificate by emailing [KHBE.kynect@ky.gov](mailto:KHBE.kynect@ky.gov). After you have successfully completed the exam, you will be sent an email invitation to create your log in for the Assister Dashboard with a guide to assist in the process.

**Note:** All SharePoint sites have a **30 minute timeout**. After 30 minutes of inactivity you will receive a timeout message which prompts you to enter your user name and password.

## Support for and Assistance with KOG User Accounts

KOG Helpdesk

[KOGHelpdesk@ky.gov](mailto:KOGHelpdesk@ky.gov)

## Troubleshooting View Settings

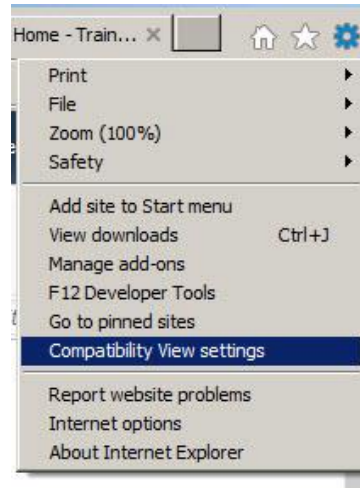
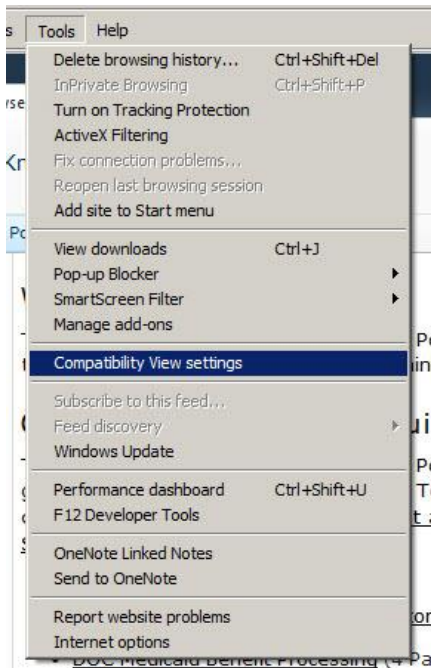
If you see a blank screen when trying to access the SharePoint site, please check your Compatibility View Settings.

## Compatibility View Settings

**Objective:** Ensure ky.gov is added to compatibility view settings

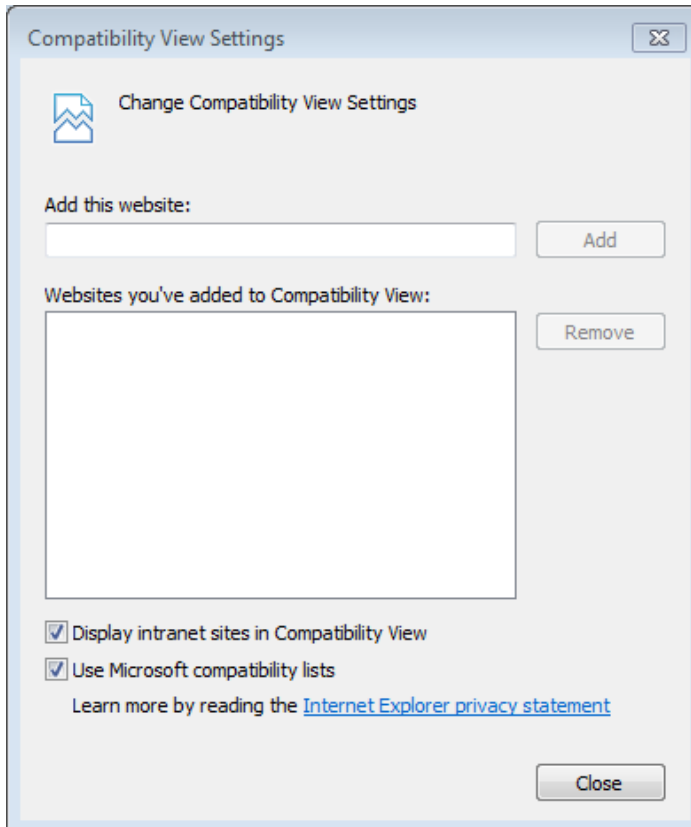
## How-To

1. Click on **Tools** in your browser **Menu toolbar**. If you don't have your Menu toolbar deployed, click on the **Gear icon** at the far right of your browser tabs.
2. Click on **Compatibility View settings**.

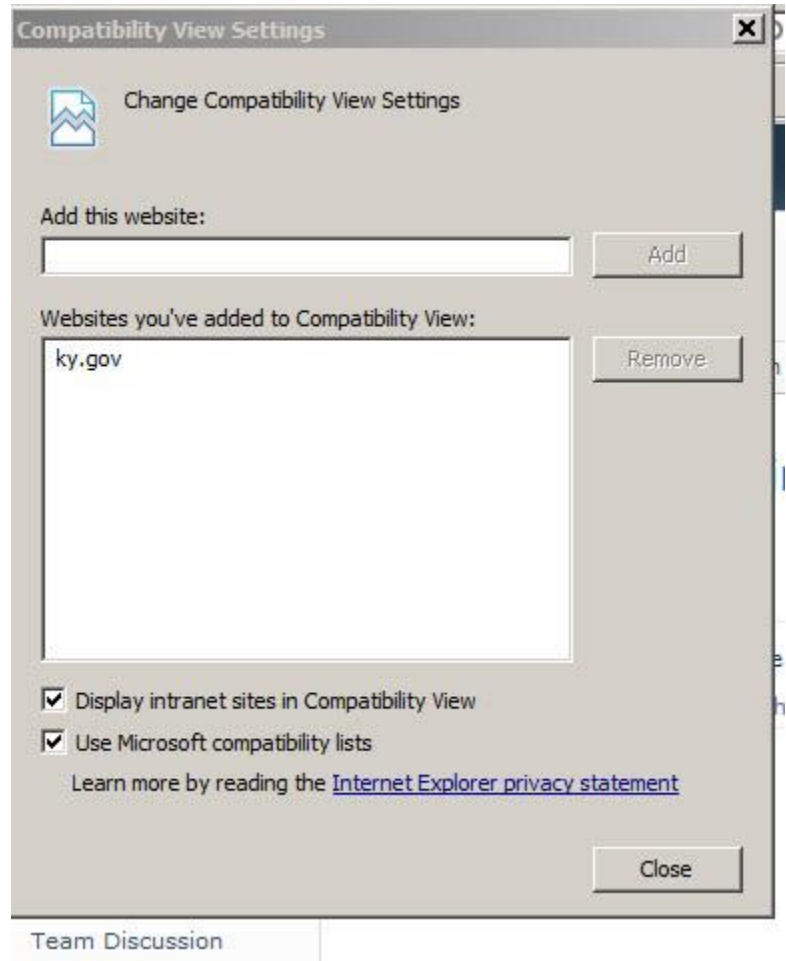


3. In the Compatibility View settings dialog box, check to see if **ky.gov** is in the large white box. If not, you need to add it.

4.



5. If ky.gov is not typed in the small white box, type in ky.gov and click **Add**.



6. Click **Close**.

**If you have completed the Compatibility Settings and are still getting a blank screen and cannot view the training modules, please follow these instructions below:**

- 1) Please navigate to <https://www.getadobe.com/reader> and download the latest version of Adobe Reader
- 2) Once Adobe Reader has installed, please navigate to <https://www.getadobe.com/flashplayer> and download the latest version of Adobe Flash
- 3) Once both of these programs have installed, please click the Start menu in the bottom left-hand corner of your screen
- 4) Click on Control Panel on the right-hand side of the Start menu
- 5) Click "Programs"
- 6) Click "Default Programs"

- 7) Click "Associate a file type or protocol with a specific program"
- 8) Scroll down the list of Extensions to ".pdf" and click on it
- 9) Click the "Change program..." button at the top of the window
- 10) In the list of Recommended Programs, please click "Adobe Reader", then click "OK"
- 11) Click the "Close" button on the "Associate a file type or protocol with a specific program" window
- 12) Click the X in the red box at the top right-hand corner of the window to close the Control Panel
- 13) Close all browser windows and tabs
- 14) Reopen Internet Explorer and navigate to the SharePoint training modules
- 15) You should now be able to view the training .pdfs